



PASC Board Meeting Monday, September 9, 2024

1. Call to order: The Personal Assistance Services Council (PASC) Board Meeting was called to order at 1:09pm.

Willis called the roll: Janet Burt, JoAnn Cannon, Jorge Chuc, Rina Cruz, Dulce Garcia, Lyn Goldfarb, Janet Heinritz-Canterbury, Richard Hernandez, Kevin MacDonald, Kristy Madden, Cynde Soto were present. Everyone was on the phone and there was a quorum.

Board members absent: Steven Echor (un-excused absent), Jennifer Stark (excused absent)

2. Debi stated that all board members were participating remotely due to an emergency circumstance related to the excessive heat warning issued for Los Angeles and the potential life-threatening impact on board members (AB 2449). In addition, certain board members continue to participate remotely as a reasonable accommodation under the ADA.

No public comment.

3. Reading of the Mission Statement and Moment of Silence – Attachment B

JoAnn read the mission statement. **The Personal Assistance Services Council (PASC) strives to improve In Home Supportive Services (IHSS) support independence and enhance the quality of life for all who receive and provide In Home Supportive Services.**

Moment of Silence – Moment of Silence was observed for all requested intentions.

4. Public Comment – **PC is used throughout these minutes to denote – Public Comment**

PC – No public comment.

5. Consent Agenda

- a) Minutes – Approval of the August 12, 2024 – *Attachment – C*
- b) Financial Report – Approval of July 2024 - ADMIN – *Attachment – D-1*
- c) Financial Report – Approval of July 2024 - NPER – *Attachment – D-2*
- d) PASC Activities and Outreach – *Attachment – E (SEPTEMBER 2024)*
- e) PASC Performance Measures and Reviews – *F (JULY 2024)*
- f) Public Comment

Lyn made a correction to the minutes to reflect page 4 regarding the Open House, Janet suggested that Lyn get one of the break-out rooms – correction is to add the words: (for filming).

Lyn also asked about the numbers and the gaps in item e, attachment F, page 1. Luis explained the reasons for those gaps, abandoned and return calls, as well as the increase in caseloads and calls. He also stated that he can provide more data next month.

Motion to approve the consent agenda, moved by Dulce, seconded by Janet HC, motion passes with consensus.

No public comment.

6. Board Chair's Report – Cynde Soto

a) Executive Director Search Committee Update – (Pam Derby)

Several of the Board members shared their opinions and dissatisfaction about the call they received from the HR firm as well as the Board needs more information about the ED position and stated that they asked for Pam Derby to contact them back. They also expressed that their questions were not being answered. Willis stated that he will be taking notes and he will take them back to Traci. Cynde asked if the PASC staff was interviewed and Willis stated no, just the Board.

Keven brought to the Board's attention a potential conflict of interest in that a staff member may be one of applicants and was also in attendance at the board meetings and that maybe they should consider further discussions in closed session and Willis agreed.

b) CA for All - Day of Action – Dulce Garcia/Debi Hight/Luis Bravo

Dulce stated that she will be going to the CA for All event in Sacramento. She talked about what she will focus on and talking points and who she will be speaking to. Some of the Board gave Dulce suggestions on what materials to take, who they think she should speak to and to make it easy because she won't be able to speak to everyone.

Luis thanked Dulce for going and he talked about the CA for All event and the Master Plan on Aging and who will be in attendance as well as PASC (Luis) will be speaking. He also talked about the PASC Newsletter and he would like to interview Dulce for it. He also stated that if any of the Board members would like to be featured on the PASC Newsletter, to please let him, Willis or Debi know.

Debi also gave background information on the CA for All action day and stated that PASC may be hosting it as a virtual event in Los Angeles. She also went over the structure for the day of action live event in Sacramento and schedule of what will be taking place at the event. Willis stated he would send it out to the Board.

Janet suggested that Dulce get the numbers of consumers in any district that she is meeting with and she will send her the link to the website where she can get that information and Lyn asked Janet if she would send that link to everyone. Kevin suggested that Dulce focus on where she lives and visit her local legislators, and that it can be difficult seeing other legislators when you don't reside in their district.

Lyn asked about the watch party in Los Angeles for the CA for All event and Luis talked about what the plan would be, who will be involved, location in order to have this event done virtually.

c) IHSS Statewide Collective Bargaining Committee Update

Cynde stated that they have one more upcoming meeting and the committee will be writing a report sometime in early 2025, and they will have some information for the consumers. They want to know if it would be better to have a state-wide public authority, a regional public authority and they don't know how it would divided.

d) Public Comment – No public comment.

7. PASC Board Elections

a) Proposed Slate

Chair – Cynde Soto

Vice Chair – Janet Heinritz-Canterbury

Secretary – Dulce Garcia

Treasurer – JoAnn Cannon

Officer at Large – Kevin MacDonald

Willis took a roll call and the slate was approved.

Motion to approve the proposed slate, moved by Janet HC, seconded by Lyn, motion passes.

b) Self-Nominations - None

c) Nominations from the Floor - None

d) Public Comment - None

e) Vote on the PASC Board – Motion passes.

8. Approval of T3Z Board Resolution and MOU – Luis Bravo

a) PASC Board Resolution – Attachment G-1

b) MOU – Attachment G-2

Luis explained these two items and what they are and how they are used. Multiple Board members had questions and needed clarity. Mary Dileo, PASC's accountant was added to the zoom call and she clarified and answered all of the board's questions and concerns. She explained the purposes for both attachments and what was needed to get the new signatures do to the change of officers.

Motion to approve the PASC Board Resolution, Attachment G1, moved by Richard, seconded by Dulce, motion passes.

Motion to approve the Memorandum of Understanding (MOU) Attachment G2, moved by Richard, seconded by Kevin, motion passes.

c) Public Comment – No comment.

9. Interim Executive Director's Report – Luis Bravo

a) Homebridge/Provider Training and Community Engagement

Luis talked about the Governor eliminating Career Pathways and that is set to end on September 30th and he also talked about the training that providers can claim until November 15th. He also stated that Homebridge reached out to CAPA to see if the public authorities would be interested in contracting with Homebridge to train all providers who are a part of the registries across California. He also talked about their community engagement and what it entails. He stated that if the PA's participated in these trainings, they would require funding, and if PASC agreed, PASC would pay Homebridge \$60,000 because of its size and being the largest PA. Homebridge would be training only LA County providers and it would be online and available to all PAs. He also talked about surveys that they would create for providers to see what types of training they would like as well as another survey for consumers to see what types of training they would like to see their providers receive. He also talked about consumer feedback on provider training and the increase

of providers joining the registry. He also talked about Homebridge attending the PASC Open House and doing in-person trainings for providers. He also stated that CICA has been in discussions with Homebridge to see what kind of trainings to develop for consumers.

b) IHSS Connect

Luis talked about an agency called IHSS Connect that is not part of IHSS. He also stated that at the CAPA meeting, this agency was talked about and if they can use the IHSS name. He stated that the biggest concern that the PA Directors had was the fact that this agency charges for matching providers and consumers together and no background checks are being done. He talked about the potential abuse and that the state is looking into this agency. He also talked about PASC creating an app to connect consumers and providers together to streamline the process to make it better.

c) CAPA Presentation – Attachment H

Luis brought to the Board's attention Attachment H and he expounded on it.

d) Tele Forums – CICA – September, Waivers – Possible November

Luis talked about the upcoming CICA Tele Forums and what will be discussed.

Cynde asked if the \$60,000 to pay Homebridge for training is in PASC's budget. Luis talked about the statewide back-up program and its funding and the letter that the board sent to the state stressing the importance of the back-up program. Ultimately, the funding was not taken away and PASC received additional funding. With this increase, PASC will be able to fund the Homebridge training if they can move forward with it. They have other ideas to utilize the additional funding for IHSS services.

Cynde talked about information she saw about SEIU 2015 that she was concerned because it did not look like something that SEIU would put out asking for personal information. Luis talked about the link that Cynde sent to Luis and Debi and what the website was asking providers to do and disenroll from the Union and dues. He learned as he clicked on the link, that this organization was not the Union but an independent organization.

Lyn shared her concerns about Cynde's report on this organization pretending to be SEIU. Luis explained what IHSS Connect is and this other organization have nothing to do with each other.

Luis also stated that LA County asked his for thoughts on IHSS Connect and he told them that LA County may not be in support of it and he explained why and he stated that State is aware of it and they will be giving a full report about what they are going to do.

Luis also stated that he will be sharing Cynde's concern with Wendy Duchon at SEIU and PASC will be sending out an E-Blast informing the providers about this issue and to call SEIU for further questions.

Janet talked about the California Advancement Center and she is wondering about using them versus Homebridge and spending the \$60,000. Luis stated that PASC uses Flex Ed for the back-up trainings which is done online and one of the ideas was to utilize Homebridge but it could be any organization and he will look into it.

Public Comment – No Comments

10. PASC Operations – Stephanie Spicola

a) PASC Board Feedback Survey – Provider Trainings – *Attachment I*

Stephanie brought to the Board's attention Attachment I and she expounded on it and that she stated that Willis will be sending it to you.

b) PASC Open House

Stephanie reported on the first planning meeting for the April 21, 2025 PASC Open House that will be held at the CEC. She also stated that it would be helpful if the PASC Board can give feedback additional to the survey and asked if each Board member could provide a list of three organizations that they think will be beneficial to PASC populations to have either at a table or to do a presentation.

c) Tele Forum - CALIF – *Attachment J*

Stephanie brought to the Board's attention Attachment J and she expounded on it.

Janet asked about the questions that people asked and would like to know what those questions were and if she could provide them. Stephanie stated she does not have all of the data at the moment but she will discuss this with Julie. Some of the questions were about resources in the community and programs. Luis added that PASC has screeners for the Tele Forums and he explained the process.

Lyn asked about a question from the survey "If you need help, do you know who to contact" and she asked if PASC is able to follow up. Stephanie said that she does not have the information at the moment but in the Tele Forum there was discussion about using PASC services for various assistance.

Lyn asked about Homebridge provider training and if any of the questions were covered in them. Stephanie stated that she believes that there was data collected and they are offering the Homebridge training to non-family member providers. Julie added that they do have a list of 10 topics and every question is categorized in those 10 topics. They are able to answer their questions and she can provide that data. **Chat:** Julie oversees the recipient outreach and is in charge of the Tele Forums.

d) Public Comment

11. Legislative Update – Debi Hight

a) Legislative Report Update

b) AB 2704

Debi reported on AB2704 and expounded on it regarding CBI background checks and the fees from the DOJ. The bill passed both houses of the Legislature and has been sent to the Governor. If signed, the bill would waive the DOJ fee for the IHSS provider criminal background checks. The DOJ would not be allowed to pass this expense on to counties to absorb.

Luis stated that during the CAPA meeting, Kim Rothchild mentioned that the expected cost to do this bill would be over six billion dollars and because of the California deficit, in Kim's opinion, that it would not happen.

c) Public Comment

12. SEIU-2015's Report – Wendy Duchen/Vernita Randall

No representative and no report

a) Public Comment – No comment

13. DPSS' Report – Ying Chan

TOPIC	UPDATE
IHSS Helpline Data	For the month of August 2024, the IHSS Helpline: <ul style="list-style-type: none"> • Number of calls received: 204,911 • Average Wait Time: 00:50:43
IHSS Stats	IHSS Caseload as of August 2024: <ul style="list-style-type: none"> • Recipients: 272,883 • Providers: 229,403
	<p><u>PASC Governing Board Vacancy</u></p> <p>As reported at the last board meeting, we were preparing a social media campaign to help solicitate for candidates to fill our one remaining vacancy. This social media campaign launched on 8/15/24 and to date we have not had any interest.</p> <p>We ask the board if you know of anyone that meets the criteria to please have them apply. The criteria include the following:</p> <ul style="list-style-type: none"> • Knowledge of PASC and IHSS; • The ability to work with other governing board members to set policy for PASC and direct executive staff in the administration of those policies; • The ability to attend regular scheduled meetings, in person, or virtual; • A commitment to serve a three-year term, and • Been a past or present IHSS recipient. <p>The application form is available for download on our IHSS website. I will share the link with Willis to provide to you all.</p>

a) IHSS Helpline Manager – Ovsanna Grigoryan

PASC Governing Board Concerns

1. Why is it taking so long?

- The call volume has been increasing due to:
 - Implementation of the EVV GPS in June 2023
 - Increase in caseloads due to Medi-Cal expansion and IHSS program eligibility in January 2024
 - Increase in handle time due to complexity of callers' issues such as EVV.
- Since EVV implementation
 - Calls entering Helpline reached over 300,000 in July 2023 and have reached over 200,000 calls in 6 of the past 12 months (compared to 134,500 in January 2023, before EVV)

- Handle time increased over a minute, on average, from 10:11 in January 2023 to 11:20 in August 2024
 - Additionally, we have three channels for service: the Help Line, Mail/Fax, Chat feature and in-person office visits that are all manned by a finite number of staff. We implement more access channels to provide the public with options for engagement, however, all channels are being handled by the same number of employees. More calls, same amount of staff
 - Higher caseloads
 - June 2023: 210, 299 Providers and 254,979 Recipients
 - June 2024: 225,433 Providers and 269,013 Recipients
 - Loss of staff due to promotions and retirements
 - Fill vacancies as quickly as possible, however, onboarding of new employees takes time.
- 2. Do they have feature for consumer to leave a phone number and they can call consumer back?**
- Yes, the Helpline offers a courtesy callback feature where callers may opt in and are able to leave their preferred number and the system will reach them when they are next in line to be serviced.
- 3. One of the Board members who is also a recipient was concerned that the long wait time will make it even harder for recipients to hire providers. He asked what caused the delay.**
- Referred back to Question 1 response. This is not clear how Help Line wait times will be a barrier for a recipient to hire a provider since the recipient hiring the provider can get the lists of available providers from PASC, not DPSS.

Is it funding?

Does DPSS need more money to hire more people at the Helpline?

- Since we are a government agency; we can always make use of additional funding. However as mentioned in our earlier response, staffing shortages are not unique to LA County, all of the counties are reporting difficulties in recruiting and retaining Social Workers. Recruiting, hiring, and onboarding is a constant due to promotions and attrition.

4. Does the IHSS Helpline monitor the wait time trend? Is there any metrics of monitoring and is there any accountability enforced?

- Yes, we monitor and review the wait time trends. The call back feature was one of the enhancements added to help address the wait times. Helpline admin and support team monitor the wait times and Helpline representatives to ensure they are actively taking calls.

Janet HC asked if we can look at the data on a regular basis that says consumers or providers are happy with the new system and how the helpline is working. Ovsanna stated that they do not have specific data and they are trying to implement surveys that they will have in the future. She also stated that consumers and providers stated that they are grateful the DPSS Helpline is available to assist them as well as there are those who are not so happy for various reasons. They are also implementing other channels and she gave examples.

Janet B commented on the helpline system and asked if it offers live chat and Ovsanna stated yes, they do and it works very well and there is a short wait time and some agents can take 3 live chats at once.

Lyn asked about when a person calls in and leaves a message, does the system tell them how long the wait time will be. Ovsanna stated that she believes that they do but she wants to check with their IT department and it should have message that says what the wait time is and that they will be called when they are next in line.

Lyn asked about the current wait time and compared from last month's wait time from 50 minutes to 11 minutes. Ovsanna stated that that the length of the handling conversation has increased and they are having to answer more questions.

Lyn asked what is the current wait time and Ovsanna stated that Ying reported on that in her report; 50 minutes and 43 second.

Ying clarified that what she reported of the average wait time is for all of the calls to the helpline as well as she responded to the chat question and they were answered. The time they called to the time the system reached back. Ovsanna stated that she does not have that number but she will look into it and provide the information if it is available.

Lyn asked about the DPSS staff shortage and Ovsanna addressed it and gave examples.

JoAnn asked how a consumer can reach their own social worker. Ovsanna stated that on the IHSS community portal, depending on the situation, they can send a ticket to their social worker and the request will get it directly but it is limited to just scheduling appointments. They are trying to expand it.

b) Public Comment – No comments.

14. Unfinished/Old Business – None.

15. New Business – Future Agenda Items: – None.

16. Closed Session

a) CalPERS Pay Schedule – (Govt. Code Section 54957) – Attachment – K

Open Session – Cynde reported out that a decision was not made on that item.

17. Mission Moments – None.

18. Adjournment – Cynde adjourned the Board meeting at 3:21pm.

Approved by:

Date: